

FRESNO, CALIFORNIA

CLASS SPECIFICATION

EXECUTIVE ASSISTANT

FLSA STATUS:

Exempt

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CLASS SUMMARY:

The Executive Assistant is the fourth level in a five level Administrative Support series. Incumbents are responsible for providing highly complex and confidential administrative and secretarial support to a Department Director in a highly specialized area, requiring incumbents to exercise a high level of discretion and independent judgment. Incumbents assist in planning and organizing departmental operations, developing procedures to expedite workflow, facilitating the implementation of policies and procedures and may supervise or serve as lead worker to other support personnel.

Deleted: secretarial

The Executive Assistant is distinguished from the Administrative Support Specialist by its responsibility for performing administrative and secretarial support to a Department Director in a highly specialized area. The Executive Assistant is distinguished from the Administrative Support Supervisor, which has first-line supervisory responsibilities.

Incumbents in this classification may be required to occasionally work nights, holidays, and/or weekends.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1. May supervise or serve as a lead worker to clerical support staff which, depending on assignment, may include: prioritizing and assigning work; determining completion of work, conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures in compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
2. Provides responsible and confidential support to a Department Director which, depending on assignment, may include: responding to citizen inquiries and complaints; screening calls, handling issues, and providing access to senior manager; planning, coordinating, and attending special events and meetings on behalf of senior manager; attending grievance hearings; serving as a liaison between senior manager and department staff and citizens; and/or, performing other related activities.

Varies
0 – 10%

Daily
20%

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3.	Coordinates or processes administrative activities of assigned programs or functions, including: serving as liaison to the general public in explaining department operations and providing general assistance, handling routine or specialized department functions or problems, and referring complex or difficult issues.	Daily 15%
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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
4.	Prepares, processes, receives, sorts, and distributes a variety of reports, lists, statistical data, correspondence, exams, packets, payments, billings, payroll information, receipts, purchase orders, requisitions, travel requests, expense reports, invoices, collections, check requests, deliveries, and/or other related information.	Daily 5%
5.	Creates a variety of written business documents, which may include: memorandums, applications, brochures, letters, agreements, contracts, flyers, newsletters, and/or other related items.	Daily 5%
6.	Responds to routine and sensitive requests for information and assistance; provides information regarding applicable rules, policies, and regulations; researches and resolves concerns and complaints from internal and external customers; refers inquiries as appropriate.	Daily 5%
7.	Organizes and maintains a variety of files, including creating and maintaining confidential department/employee files and regulatory files; files documents alphabetically, numerically, or by other prescribed methods.	Daily 5%
8.	Prepares for staff, Board, and/or Commission meetings and/or special events, which includes: preparing meeting agendas and packets; publicizing meetings; recording, transcribing and disseminating meeting minutes; scheduling; preparing and disseminating invitations, meeting announcements, legal ads, and public notices; coordinating and assembling applicable materials; setting up rooms; ordering refreshments and meals; receiving attendance confirmations; and/or, performing other related activities.	Weekly 5%
9.	Participates in developing, preparing, and tracking a variety of fiscal documents and information, which may include: budgets, contracts, grants, credit card purchases, petty cash, expenditures, deposits, cash sales, and/or other related items.	Weekly 5%

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10.	Coordinates and processes purchasing requests for equipment, materials, parts, supplies, services, and/or other applicable items.	Weekly 5%
11.	Maintains appropriate inventory levels within assigned area of responsibility; requisitions supplies to ensure availability in support of efficient division operations.	Monthly 5%

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)		FRE- QUENCY
12.	Participates in monitoring division budget and processing and maintaining related documents and records.	Monthly 5%
13.	Performs a variety of research related to assigned area of responsibility; compiles findings and makes recommendations based on findings, including recommendations regarding procedural changes impacting the processing and/or workflow of clerical-related activities.	Monthly 5%
14.	May assist with grant writing, specialized report preparation, and other special projects as designated by Department Director in support of efficient and effective department operations.	Occasion- ally 5%
15.	Performs other duties of a similar nature or level.	As Required
	<u>May participate in/on a variety of meetings, committees, and/or other related groups in order to receive and convey information.</u> <u>May coordinate assigned specialized programs in assigned area of responsibility.</u> <u>May oversees and participates in performing complex administrative support activities, which includes: preparing and proofing reports, forms, and correspondence; updating internal manuals; overseeing and maintaining office filing system; prescreening mail; answering and monitoring phones; taking and transmitting messages; and/or, performing other related duties.</u> <u>May supervise and participate in the creation of a variety of written business documents, which may include: memorandums, applications, brochures, letters, flyers, newsletters, and/or other related items.</u>	

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Training and Experience (positions in this class typically require):

- Associate's Degree and four years of related experience is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

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Knowledge (position requirements at entry):

Knowledge of:

- Advanced administrative support principles and practices in assigned area of responsibility;
- Customer service principles;
- English language, grammar, and punctuation;
- Modern office procedures, methods, and equipment;
- Meeting and/or special event scheduling techniques;
- Applicable Federal, State, and Local laws, codes, ordinances, rules, regulations, policies and procedures;
- Report preparation techniques;
- Recordkeeping principles;
- Mathematical principles;
- Research methodologies;
- Public relations principles;
- Conflict resolution techniques;
- Consensus building techniques;
- Data collection and analysis techniques;
- Filing principles and practices.

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Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Priorizing and assigning work; detail oriented and ability to multi-task
- Providing customer services
- Preparing and performing mathematical calculations
- Planning, organizing, scheduling, and prioritizing details for meetings, special events, conferences workshops, receptions, ceremonies, and other related events
- Reading and interpreting specialized data and information in assigned area of responsibility;
- Using and maintaining applicable tools, equipment, vehicles, and hardware and software related to job duties
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Analyzing, processing and reconciling financial documents and information
- Maintaining confidentiality
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Organizing and maintaining accurate technical, complex, sensitive, and or confidential records and files
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, pulling and pushing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

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